



OFFICE OF THE CITY AUDITOR COLORADO SPRINGS, COLORADO

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20-31 Colorado Springs Utilities Mobile Device Administration

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Purpose

The purpose of this audit was to evaluate the adequacy, efficiency, and effectiveness of Information Technology (IT) general controls supporting enterprise mobile device administration. Our review included cell phones and tablets.

*General controls apply to all systems components, processes, and data for a given organization or systems environment. General controls include, but are not limited to, IT governance, risk management, resource management, IT operations, application development and maintenance, user management, logical security, physical security, change management, backup and recovery, and business continuity..General controls are reviewed by internal audit because they form the basis of the IT control environment.*²

² Institute of Internal Auditors, Global Technology Audit Guide 1: Information Technology Risks and Controls, 2012

Highlights

Based on our review, we concluded that the processes and controls were in place to support enterprise mobile device administration over cell phones and tablets. We identified two observations to strengthen internal controls and one opportunity for improvement. The results of our review were discussed with Colorado Springs Utilities IT staff.

We are not including details concerning any potential information technology vulnerabilities (or strengths) related to the security of Colorado Springs facilities and functions. Disclosure of this information to the public would be contrary to the public interest in improving or maintaining secure information technology systems for the City of Colorado Springs. The details of this audit are not required to be released to the public per C.R.S. § 24-72-204(2)(a) (VIII)(A).

Management Response

Management agreed with recommendations. Office of City Auditor will follow up and report on management's actions in future reports.

This audit was conducted in conformance with the International Standards for the Professional Practice of Internal Auditing, a part of the Professional Practices Framework promulgated by the Institute of Internal Auditors.